

Certified Technical Training

**570 NetWare 5
 Advanced
 Administration**
 \$X,XXX.XX

Day 7:30 am-3:30 pm

Aug 20-24 M-F SMF

Evening 4:30 pm-10: 30 pm

June 4-8 M-F SMF

**575 NDS Design and
 Implementation**

\$X,XXX.XX

Day 7:30 am-3:30 pm

July 16-18 M-W SMF

580 Service and Support

\$X,XXX.XX

Day 7:30 am-3:30 pm

May 14-18 M-F SMF

Evening 4:30 pm-10:30 pm

July 30-3 M-F SMF

**780 Workstation
 Management with
 Z.E.N. Works**

\$X,XXX.XX

Day 7:30 am-3:30 pm

July 30-3 M-F SMF

HERE IT IS!

Technical Passport

1 Year Club

Unlimited Enrollment!

- ☐ **All Courseware included**
- ☐ **Convenient Sacramento Location!**
- ☐ **Unlimited Lab!**
- ☐ **TESTOUT! Software Access**
- ☐ **Includes 'Premier Club' for Desktop Applications**
- ☐ **10 Prometric Test Vouchers included**
- ☐ **Measure-UP Practice Tests for Every Class**
- ☐ **Over 35 Technical Courses!**

Get Your Certifications:

MCP

MCDBA

CNA

MCSD

INet+

Network+

MCSE

CNE

A+

Certified Internet Webmaster

sales@nhsacramento.com

Rhythms

An increasing number of business customers are demanding a DSL and IP bundled solution. Introducing **Rhythms IP Path**, a networking solution designed to provide high-quality DSL technology coupled with Internet access from Level 3, a Tier-1 IP backbone provider. **Rhythms IP Path is deployed over a Cisco Powered Network.**

DSL...what it takes to stay competitive!

IP Path™

Delivering Reliable, High-speed Internet Connections

*With **Rhythms IP Path**, our Partners can offer their customers business-grade DSL services at the fastest DSL speeds in the industry, bundled with IP services from Level 3™. Rhythms supports a variety of high-speed access and DSL customer equipment (or CPE) options, enabling you to offer an access solution that complements your end-users' unique business requirements.*

You know your business — you choose the offering.

Choose from Two Solutions

Managed IP Path

With **Managed IP Path**, you provide your customer with high-speed DSL and Internet access, and Rhythms does the rest. **Managed IP Path** is a fully managed, bundled service that includes CPE configuration, management and ongoing maintenance by Rhythms. It also includes 24 x 7 proactive network and DSL link management by the Rhythms Network Operations Center (NOC).

Unmanaged IP Path

Unmanaged IP Path is designed for Partners who wish to offer a bundled DSL and IP service as well as manage the CPE after installation. It offers high-speed DSL services and Internet access while enabling the end-user to own the CPE. Rhythms provides the CPE configuration and installation services. Ownership and password of the CPE are transferred to the Partner upon successful installation.

High-Speed DSL Connections

IP Path offers our Partners business-grade DSL services ranging from 128 Kbps to 7.168 Mbps—the fastest DSL access speeds in the industry.

Lower Access Costs

Traditionally, customers wanting T1 and fractional T1 access speeds were provided a digital leased line from the local exchange carrier (LEC). Leased lines cost significantly more than DSL and are not always available to residential customers.

Superior Service Level Agreements

Rhythms provides service level guarantees for performance parameters such as network availability, delay, installation interval and mean time to restore service. The Rhythms service guarantees are yet another example of our commitment to providing a high-quality network service.

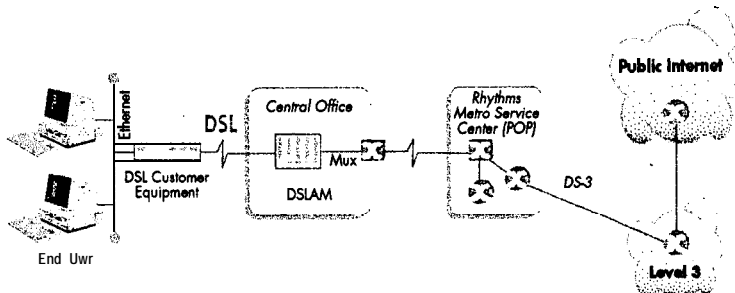
Level(3)™
COMMUNICATIONS



RHYTHMS™

The Technology Behind Our Service

Rhythms direct connection to the Level 3 dedicated IP backbone increases overall speed and end-user experience.



IP Path Features

Managed IP Path vs. Unmanaged IP Path

	Managed IP Path	Unmanaged IP Path
RADSL availability	☐	☐
SDSL availability	☐	☐
IDSL availability	☐	☐
Fully managed service	☐	
Rhythms-provided Tier 2 customer support	☐	☐
24 x 7 proactive network and DSL link management by Rhythms NOC	☐	
24 x 7 network monitoring	☐	☐
Endpoint (CPE) installation	☐	☐
End-user owns endpoint (CPE)		☐
Web-based tool to determine DSL availability, circuit ordering and trouble ticket viewing	☐	☐
Business-class Service Level Agreements (SLAs)	☐	☐

DSL customer **equipment** and high-speed **access** options

• Cisco™ 678 (RADSL)

- Symmetric speeds range from 256 Kbps to 1.088 Mbps
- Asymmetrical speeds of 3.200 x 1.088 Mbps, 5.120 x 1.088 Mbps, 7.168 x 1.088 Mbps

• Netopia™ R7100-C (SDSL)

- Symmetrical speeds range from 320 Kbps to 1.568 Mbps

• Netopia R3100-I (IDSL)

- Symmetrical speed of 128 Kbps

With Rhythms, you get more than just ultra high-speed Internet connections — you get unparalleled performance, reliability and affordability.

RHYTHMS

Level(3)
COMMUNICATIONS

1-800-RHYTHMS

www.rhythms.com

Telecommunications Services provided by Rhythms Links, Inc.

Level 3™ is a service mark of Level 3 Communications, Inc.

Rhythms™ and the Rhythms logo are trademarks of Rhythms NetConnections Inc.

Copyright © 2001 Rhythms Netconnections Inc.
All rights reserved.

ActionCall, LLC

10880

Wilshire

Boulevard

Suite 1050

Los Angeles

California

90024

Telephone

310.441.8008

Fax

310.441.8050

Email

Corporate@
actioncall.com

Network End User Support

Windows NT Workstation

MS Mail & Exchange Client

Lotus Notes Desktop & Mail

CC: Mail

WinFax Pro

Procomm Plus for DOS and Windows

Advance Products

Novell Netware (including Groupwise)

Windows NT Server and Windows 2000

Microsoft Exchange Server

Citrix

CISCO Products

ActionCall, LLC

10880
Wilshire
Boulevard
Suite 1050
Los Angeles
California
90024

Telephone
310.441.8008

Fax
310.441.8050

Email
Corporate@
actioncall.com

Support Software

Word Processing

Microsoft Word	Microsoft
WordPerfect for DOS	WordPerfect
WordPerfect for Windows	Wordperfect
WordPro for Windows	Lotus

Spreadsheets

Excel	Microsoft
1-2-3 for Windows	Lotus

Graphics

Photoshop	Adobe
Illustrator	Adobe
Quark Express	Quark
PowerPoint	Microsoft
CorelDraw	Corel
Freelance	Lotus

Project Management

Microsoft Project	Microsoft
Microsoft Schedule+	Microsoft
Lotus Organizer	Lotus

Desktop Publishing

Microsoft Publisher	Microsoft
Powerpoint	Microsoft
Pagemaker	Adobe
Corel Presentations	Corel

Database Management

Microsoft Access	Microsoft
------------------	-----------

Operating Systems

Windows 95	Microsoft
Windows 98	Microsoft
Windows ME	Microsoft
Microsoft MS-DOS	Microsoft
Windows for Workgroups	Microsoft
Microsoft Works	Microsoft

Integrated Systems

Lotus SmartSuite	Lotus
Microsoft Office 95	Microsoft
Microsoft Office 97	Microsoft
Microsoft Office 2000	Microsoft

Utilities

Norton Anti-Virus Dos	Symantec
Norton Anti-Virus Windows	Symantec
Norton Backup DOS	Symantec
Norton Backup Windows	Symantec
Norton Desktop Win95	Symantec
Norton Utilities	Symantec

Internet Browsers

Navigator	Netscape
Explorer	Microsoft

Web Design

Front Page	Microsoft
------------	-----------

Email / Misc.

Microsoft Outlook	Microsoft
-------------------	-----------

Home Systems

Quicken	Intuit
Microsoft Money	Microsoft

MAC Support

Photoshop	Adobe
Illustrator	Adobe
Quark Express	Quark
OS 8	Apple
OS 9	Apple

Contractor: Marketware Technologies

Agreement #: 1-Q1-70-03

Page 551 of 2690





1. Executive Summary

Business Vision and Values

The Logilent team of employees is committed to providing superior quality and effective IT/Networking Infrastructure and Technology training to our Customers.

Prospectus

Logilent (www.logilent.com), which was founded in 1994, is a private-held, venture-backed e-Learning company based in Lafayette, California.

Core Products and Services

Logilent delivers IT training on major networking technologies such as Cisco, Microsoft, and Novell using an objective-based learning approach called the Synergy Learning System.

Client Base

In addition to delivering 70,000 courses to over 6,000 IT professionals in the B2C market, Logilent has the following corporate customers: Lucent Technologies, Sears Roebuck & Co., Siemens Nixdorf, Nortel and PacBell.

Qualifications

Logilent is a Cisco Learning Solutions Partner (CLSP), Novell Online Training Provider (NOTP), Microsoft Certified Technical Education Center (CTEC), Silver Sponsor of the Linux Professional Institute, part of the CompTIA alliance, and the exclusive delivery partner for the Computer Telephony Institute's CTE certification.

Future State

Logilent has an aggressive new management team, new funding, and an offering that will enable it to be the "best of breed" provider of IT/Networking Infrastructure and Technology training.

SAP Integration

Logilent could integrate to an SAP module using AICC-based interfaces.

Content

Logilent provides courses covering the major technologies in IT networking: Cisco Internet Operating System (IOS), routers, and switches; Microsoft Windows 2000 and Windows NT; Novell NetWare; Linux; Java; and computer telephony.

Custom Development

Logilent provides custom course development and hosting, which enables the conversion of existing classroom courses into online courses utilizing the Synergy Learning System and supported by Logilent resources.

Differentiation

Logilent's sole focus is IT networking infrastructure and has developed an offering -- especially an objective-based learning approach, Live Product Labs, and mentoring -- that is optimized for the needs of IT professionals.



2. Business Vision and Values

The Logilent Vision:

Logilent is committed to providing superior quality and effective IT/Networking Infrastructure and Technology training to its Customers. The Company is passionate about e-Learning and is dedicated to the success of its students. Logilent strives to become the finest and most responsive Web-enabled training company in the market.

The Logilent Mission Statement:

The Logilent team of employees is committed to providing superior quality and effective IT/Networking Infrastructure and Technology training to our Customers. To meet this objective, Logilent delivers an optimal mix of text and video learning objects, combined with web-enabled live laboratories, web-based assessment testing, individualized learning prescriptions, and an interactive Student/Professor Community.

We recognize that educational success must derive from a very high level of Student Support. This is provided through proactive counseling and highly responsive 24x7 technical support.

All Logilent team members are totally committed to the learning success of our students, and thereby, to the goal of being acknowledged as the finest and most responsive web-enabled training company in the market.

Our Positioning for Growth:

As the above statements indicate, Logilent's sole focus is IT/Networking Infrastructure and Technology training. We aspire to be the "best of breed" provider for this market. This is a large and growing market and we believe that the potential for growth is tremendous. IDC estimates that the market for IT e-learning will grow at a compound annual growth rate of 53% from 1999-2004 and will equal approximately \$10.4 billion.

IT training professionals are a unique population and require a specific e-learning approach that is distinct from other groups' needs. Specifically, because IT training is highly objective and skills-based, we use an objective-based approach that includes pre- and post-lesson assessments. We are able to catalog existing skills, identify skills gaps, and develop customized lesson plans based on measured student knowledge. This skills management approach is particularly effective in IT training and has enabled Logilent's students to achieve **90+%** success rates on certification exams. Another element of our positioning is our Live Product Labs that enable students to remotely access the real technology products they are being trained on. This is important as many IT professionals "learn through their fingers" rather than through lectures or Flash-based animations. Another key differentiator is our customer service, which includes pro-active student contact and mentoring from certified professionals on technical topics.



3. Prospectus

Logilent (www.logilent.com) is a Lafayette, California-based corporation that **was** founded in 1994 and is one of the leading companies providing online IT training.

Most of this training has been purchased by individuals seeking to further their technical skills, obtain an industry certification or make a career change to the IT field. Recently, Logilent embarked upon a program to market our training to corporations and other large users of IT services. Substantial upgrades have been made to our course delivery platform and infrastructure, and a nationwide sales network and other personnel have been added with an aim towards duplicating Logilent's success with individuals in the corporate arena. In addition to selling our standard curriculum of IT courses in these new markets, we have also moved in the direction of developing, hosting and delivering the specialized online training offered by our corporate clients to their customers.

This is a time of rapid growth and excitement at Logilent. Still, we have not lost sight of the fact that Logilent's success as a business is still very much tied to how we perform in the classroom. And in that respect, our products - our e-Learning assessments, labs, **24X7** support and mentoring by our subject matter experts, and the Synergy Learning System - are far and away superior to anything else offered in the market today.

On April 24, 2001, the company, which was previously known as **CyberStateU.com**, changed its **official** name to Logilent Learning Systems. The company's brand name is Logilent and its **tagline** is "Building People Who Build IT."

As a privately-held, venture-backed company, Logilent does not disclose its **financials**. Logilent did, however, announce on April 24, 2001 that it had secured \$14 million at the completion of its Series C round of funding. The investors, led by Mellon Ventures, also include Sigma Partners and Novus Ventures (previous investors), **iMinds**, and Compass Technology Partners. Logilent will use the new round of venture funding to expand its customer base through strategic partnerships with corporations whose businesses rely heavily on IT infrastructure.

Logilent is a **Cisco** Learning Solutions Partner (CLSP), Novell Online Training Provider (NOTP), Microsoft Certified Technical Education Center (CTEC), Silver Sponsor of the Linux Professional Institute, part of the **CompTIA** alliance, and the exclusive delivery partner for the Computer Telephony Institute's CTE certification.

Logilent's management team consists of a set of experienced and talented managers who are committed to Logilent's vision and mission. This management team oversees Logilent's 60 employees. The management team includes the following individuals:

1. **Ron Abelman, CEO** – In February 1999, Ron joined Logilent as chairman and CEO. A **35-year** veteran of the high technology industry, Ron augments the founding goals of the company and has given it a renewed vision. Before joining Logilent, Ron was president and CEO of Wind River Systems, Inc in Alameda, CA where he is credited with boosting earnings by an annual average of 40%. During his five-year tenure, revenue grew from approximately \$20 million to over \$150 million and the company's market capitalization grew from \$40 million to \$2 billion.
2. **David James Clarke IV, VP Development and Founder** -- As founder, David brings extensive industry experience and entrepreneurial spirit to Logilent. David drives our student-centric philosophy through every department, and is responsible for all content and technical development. David co-founded Logilent (originally **CyberStateU.com**) in 1994 and developed the **company's** superior technology offering which serves as the backbone of the Synergy Learning System. Originally a professor of computer science at UC Berkeley, David has extensive experience with technology, education, and e-Learning. David is a noted author with over 34 books in publication. He is also a Certified Novell Instructor (CNI).
3. **Miles Mochizuki, CFO and VP Finance** – Miles joined Logilent in March 2001. He heads the accounting, finance, human resources, IS facilities, and general administration functions at Logilent. Miles is a seasoned financial executive with over 20 years of experience. ~~Prior to~~ joining Logilent, Miles was a consultant at The Brenner Group, where he set up internal accounting and external SEC reporting processes. Previously, Miles was responsible for finance and administration at **MobileForce** Technologies, a start-up software company. Before **MobileForce**, Miles worked for 12 years at Pacific Telesis where he serviced in various financial capacities, overseeing audits and operations, financial planning and analysis, and running the capital markets desk.
4. **Jay Klein, VP Sales** – Jay joined Logilent in August 2000. He is responsible for leading the Logilent sales force. Prior to Logilent, Jay was VP of sales and marketing for **Samsung** Electronics in the information systems, VP of North American sales at **NetManage** and VP of sales for **NetSoft**. Jay also held a 24-year career at IBM where he advanced twelve positions to senior manager of software marketing.
5. **Bob Murphy, VP Marketing** – Bob joined Logilent in January 2001. Bob is responsible for the general management of Logilent's marketing organization that includes product management, communications, business development, **reseller/VAR** relationships, and customer service. Bob joined Logilent from Cyberbills, an Internet bill management service where he served as VP Marketing. Prior to Cyberbills, Bob served as VP of Marketing and Business Development at Paymentnet. He has also held various management positions at **VeriFone**, including director of international marketing and director of worldwide channels.

4. Core Products and Services

Logilent is committed to providing superior quality and effective IT/Networking Infrastructure and Technology training. Our e-Learning programs consist of courses covering the major technologies in IT networking: Cisco Internet Operating System (IOS), routers, and switches; Microsoft Windows 2000 and Windows NT; Novell NetWare; Linux; Java; and computer telephony. In addition, we will be soon be releasing courses in Oracle and additional courses in Cisco, Novell, and a major IP telephony vendor (currently under NDA). Most of these courses prepare students for certifications such as the Cisco Certified Networking Associate or Professional (CCNA and CCNP), Microsoft Certified Systems Engineer (MCSE), Novell Certified Network Engineer (CNE), and others. Descriptions of the courses are provided in #8 Content.

Logilent's offering is depicted graphically in Figure 1. Descriptions of each of the components of this offering are included below. At the core of the Logilent offering is the Synergy Learning System™. The Synergy Learning System offers high-quality learning solutions to benefit our corporate customers' bottom line and individual learning needs. With a personalized approach to e-Learning, the Synergy Learning System yields high pass rates and fast turn-around times at lower costs than traditional classroom training. In addition, Logilent is an Application Service Provider and provides Live Product Labs, mentoring, customer support, and technical hosting. For our corporate customers, we provide several additional services including LMS integration, corporate brandability, and skills management. Finally, we offer course conversion and delivery services. The next section will elaborate on each of these product and service offerings.

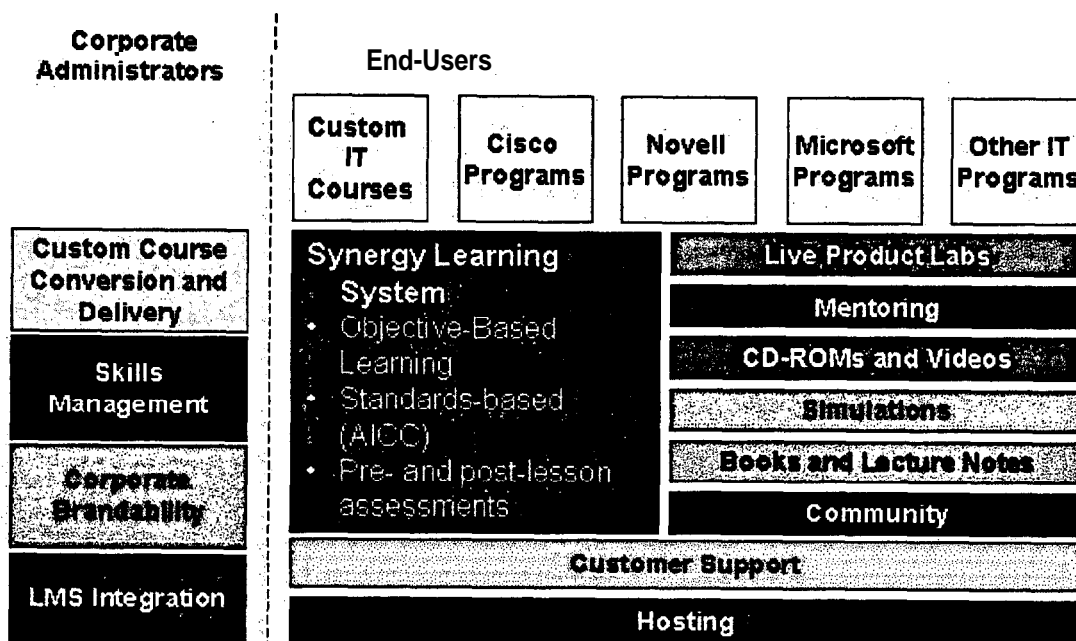


Figure 1: The Logilent Offering

Synergy Learning System

The Synergy Learning System™ is an objective-based learning approach that utilizes pre- and post-lesson assessments to create personalized lesson plans for each student. The approach results in learning that is efficient yet comprehensive because students focus on their skill gaps – not the information they already understand.

Content Management System

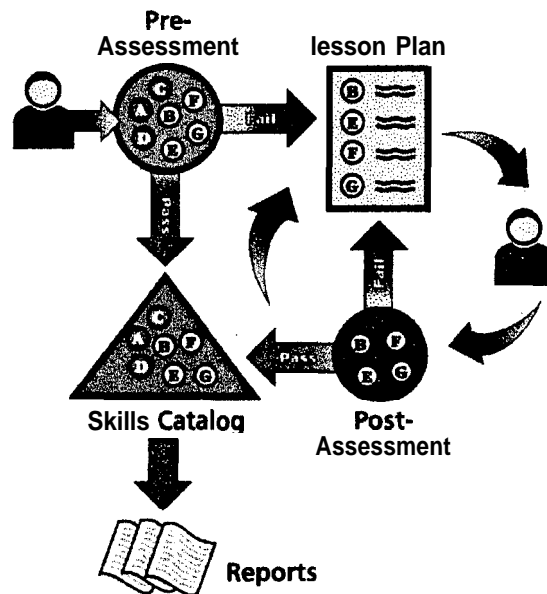


Figure 2: Synergy Learning System

The Logilent Synergy Learning System (SLS) consists of the following four components:

Pre-Assessment - At the beginning of each lesson within a course, students are assessed by the SLS to determine their strengths and weaknesses at the objective level. Questions are randomly drawn from a large pool so students are unlikely to receive the same question twice. Thus, the assessment focuses on understanding the concepts not memorization of the correct answers to specific questions. What the student knows flows into his/her Skills Catalog, and what the student does not know becomes the foundation of his/her Personalized Lesson Plan. See Figure 2.

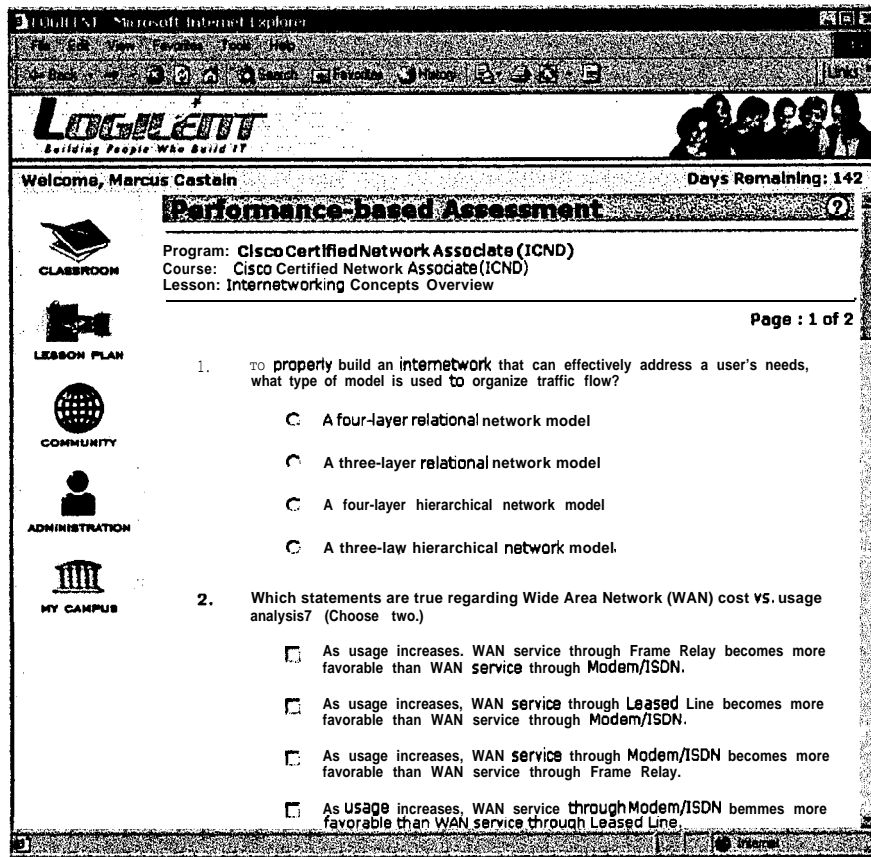


Figure 3: Performance-Based Assessment

Personalized Lesson Plan- The SLS presents the student with an objective-based Personalized Lesson Plan consisting of numerous multi-sensory learning tools. Learning then occurs with the help of the following learning tools: Books, Videos, Lecture Notes, Live Product Labs, Interactive Simulations, Community (interaction with other students and industry associates), and Professors.

Post-Assessment - Once students have adequately completed their Personalized Lesson Plans, they are post-assessed to verify that they have learned the required skills. A "passed" objective is recorded in the Skills Catalog, and a "failed" objective is transferred into a new Personalized Lesson Plan. This closed-loop servo continues until students have passed every objective in every lesson of a given course.

Skills Catalog - During the course, each students progress and objective-level performance is tracked in their own dynamic Skills Catalog. In short, this is a skills index of required objectives.

The Synergy Learning System utilizes an Objective-based Learning pedagogical approach. This innovative student-centric methodology maps

individual learning packets into the following taxonomy: each *Program* contains Courses (roughly 6 per program) which contain Lessons (roughly 7-12 per course) which contain Objectives (roughly 4-7) which contain multi-sensory Learning Tools (roughly 5 per objective) which consists of roughly 30 minutes of learning. The result is a pyramid of learning objects that can be measured and configured at a very granular level (see figure 3). Every course is individually built based on existing student skills and personalized learning tools. The result is a very personalized, and engaging, learning experience for every Logilent student.

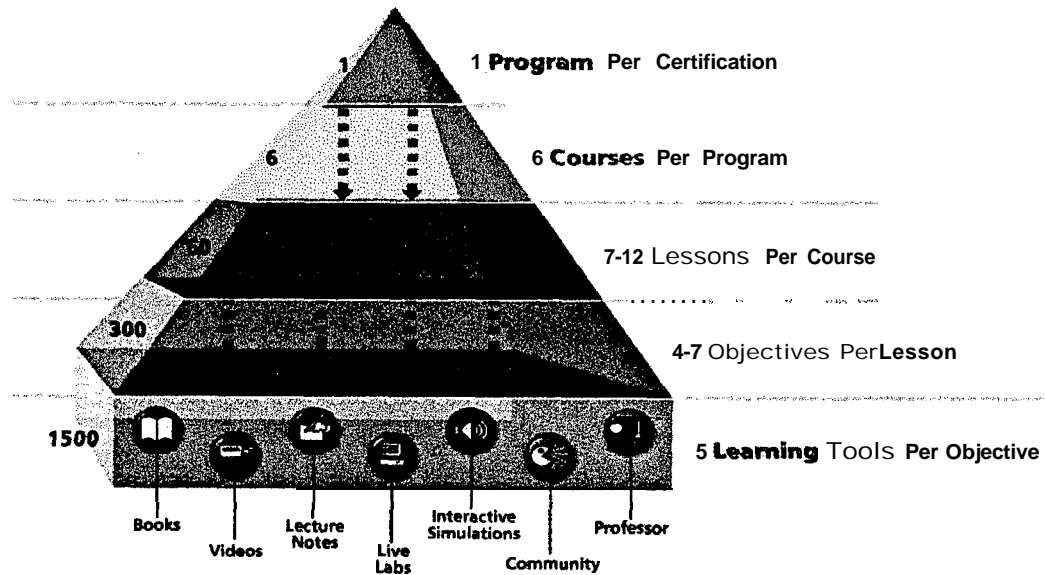


Figure 4: Objective Based Learning Taxonomy

Multi-Sensory Learning Tools

Everyone learns differently. Logilent uses multi-sensory learning tools to address different learner styles including kinesthetic, auditory, and visual. This is particularly important for IT professionals who often “learn through their fingers.” Each student’s Personalized Lesson Plan includes an array of multi-sensory learning tools such as hands-on Live Product Labs, mentoring with technical advisors, books, videos, lecture notes, interactive simulations, and community (see Figure 4).

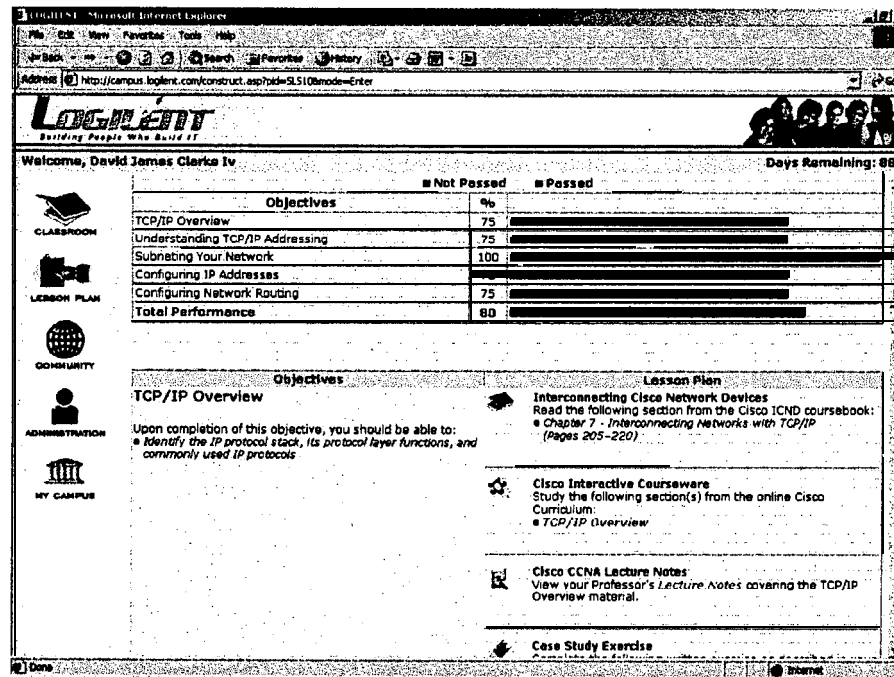


Figure 5: Multi-Sensory learning Tools

Each student chooses the tools that best stimulate learning. This accelerates retention and recall, and decreases overall study time. The Synergy Learning System is a successful model of web-enabled e-Learning that continually delivers **90+%** pass rates on certification exams. Following is a description of each of the multi-sensory learning tools.

Live Product Labs - No amount of studying can compare to hands-on training. That's why Logilient has developed patent-pending hands-on live labs to enrich each individual's training experience. Students access a real network environment hosted at Logilient with client-server functionality. And, unlike our competitors, the labs are available 24x7 and scheduling is not necessary as the lab environment dynamically assigns resources to students as they enter.

At Logilient, students perform live labs by remotely controlling Logilient in-house servers and routers. Students have unhindered access to the products they are learning, and ultimately can effectively experiment with and "crash" systems with absolutely no damage to production or development environments. The ability to access real technology is a major learning tool for most of our students.

We know that every student gets fast, efficient skills transfer with hands-on labs. That's why we're proud of our online heritage in live lab technology. Logilient has delivered over 250,000 labs since 1994.

Logilent maintains labs for each of the major platforms – Cisco, Windows 2000, Windows NT, Novell Netware, and others -- for which it offers training. For example, the Cisco labs utilize a proprietary real-time engine known as **RouterLIVE**. **RouterLIVE** currently functions as middleware between the Cisco student and a group of back-end interfaces. **RouterLIVE** can easily be modified to control and manipulate numerous network devices. For instance, routers and switches are linked together to control logic and all input/output functions. **RouterLIVE** is capable of almost unlimited simultaneous users, and provides a truly and “real-world” experience for Logilent customers. **RouterLIVE** provides 100% Port 80 compliance through any standard browser, is written in Java for cross-platform accessibility, is easily setup with automatic install features, and has low bandwidth requirements. Sessions are built on advanced security protocols with disaster recovery and auditing functionality.

Mentoring- Interaction with a technical expert is a critical part of any IT training experience. At Logilent, students have access to certified IT professionals and Logilent Subject Matter Experts. We also provide **24-hour** online customer response for any student in any course. Each mentor holds at least two certifications and assist students with difficult concepts.

Books - Logilent provides various study guide option for students, including approved curriculum or training newsletters, as supplied by our learning partners (**Cisco**, Microsoft, Novell, etc.), and exclusive content developed by Logilent Subject Matter Experts. Study guides may also include reference material, manuals and textbooks written by industry-recognized IT professionals.

Videos - Logilent incorporates videos from leading video producers - such as **LearnKey** and **Keystone Learning Systems** - into our lesson plans. These multi-volume videos provide comprehensive coverage of the major topics of each course from experienced, certified trainers. Segments of these videos are included in the lesson plans and provide the learner with an additional resource for further self-study.

Lecture Notes - Logilent's Subject Matter Experts and Instructional Designers develop lecture notes for each lesson. These lecture notes highlight the most important take-aways from each lesson and provide an easy-reference guide for each learning objective.

Interactive Simulations - Logilent incorporates the official courseware from the education departments of our technology partners into the lesson plans. The education divisions of Cisco, Microsoft, and Novell each develop **CD-ROMs** and web-delivered courseware that illustrates concepts and test user comprehension in a self-paced, interactive approach.



Community - Logilent enables students to actively participate in a community of peers, IT professionals and professors in My Campus. My Campus is the voice of our active student body and is an ever-changing environment with course related tips, industry specific news events, and upcoming Logilent activities.

My Campus is customer and course specific. For example, a student taking a Cisco course won't see tips for a Microsoft course. And a corporate customer can modify the kind of information that each of their students reads and accesses. In addition, Logilent can publish specific information for each customer; only students enrolled in a customer-specific course can view the content.

Hosting

Logilent functions as an Application Service Provider (ASP). In addition to the Live Product Labs, Logilent manages a Content Management System including a content management engine, Oracle database, and web server. Logilent utilizes Digital Island under a Service Level Agreement guaranteeing server uptime, 24x7x365 monitoring, general maintenance. Digital Island provides virtually unlimited bandwidth across a highly-stable, redundant Cisco-powered network in an environmentally controlled, and physically secure facility (seismic, fire, power, electrical, etc.). Digital Island also enables a global footprint through mirroring to other Digital Island facilities in other parts of the world for improved performance (see figure 5).

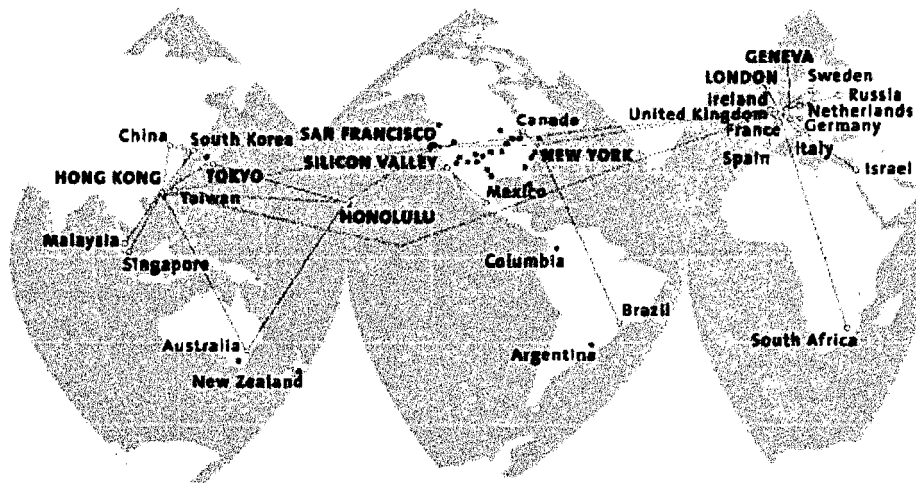


Figure 6: Digital Island Sites



Customer Service

Logilent is committed to providing superior customer support and customer response as the human interface between Logilent and our customers. We provide excellence in administrating student activities and make certain every student departs a course with high pass rates, retained knowledge and successful skills transference.

Our customer support organization makes **certain** the following actions are administered for every student:

- a. Registration
- b. Distribution of study materials
- c. Monitor and guide progress within a course
- d. Manage community chat room sessions
- e. Manage access to technology specialists
- f. Provide ongoing counseling
- g. Provide corporate skills reporting
- h. Gain feedback reports for continued improvement of the Logilent e-Learning process

LMS Integration

The Logilent Synergy Learning System (SLS) utilizes a proprietary, Oracle **8i-based**, Content Management System designed to interact bi-directionally with Learning Management Systems (LMS) via AICC-based interfaces without interruption to student interaction.

The Synergy Learning System uses AICC-compliant functions. This enables the system to accept requests from the primary LMS and report results back to-the customer for downstream reporting. Students access the primary LMS first, and then are automatically directed to the Logilent SLS based upon course curricula and assignment. In such events, the Logilent SLS automates the authentication, and returns the student to the point of last activity in the course.

As the student progresses through Logilent training, results from pre-lesson, **post-**lesson, and course completion assessments are passed back to the customer's LMS. Our customers thus maintain a single activity, progress, and skills database within their own LMS for easy centralized reporting.

Logilent has partnered with Saba and Docent for existing corporate accounts and successfully integrated our CMS with the **LMSs** of these two market leaders.

Corporate Brandability



Logilent's CMS enables the construction of a "partner site" for each customer. This "partner site" enables the creation of business rules such as to enable billing and course access. The CMS also enables Logilent's course library to be delivered to students within each partner with total customization of the "look and feel." This brandability can be co-branded as a "Logilent Powered By" site or as a full-private label depending on our customers need.

Skills Management

At Logilent, we provide our corporate customers with a program that gives you a clear assessment of your IT staffs current skills level. In a Skills Index program you can assess the readiness of an IT professional to deploy and support products and technologies that are the foundation of your company's mission-critical services.

In this program, a technician answers skill-testing questions pertaining only to the technologies that are key to their daily support responsibilities. We then compare their skill level against a set competency rate set by you. The competency rate, or "expert-level" threshold, is set by your standards on various technologies and products. It's common that a vendor certification represents only generalist skill sets. Thus, your standards may require differences across the IT organization. For example, the reliability of your e-Commerce web site may be more important than that of your internal web site. Therefore, the skill set of an **eCommerce** support team must be better than those of your internal web site team. These dependencies will be factored into a final Skills Index analysis.

As part of our corporate services, Logilent constructs a Skills Index program that specifically addresses your company's technologies. This typically includes a variety of courses instead of one vendor-specific certification.

Each Skills Index session consists of a set of Web-enabled technical questions. The duration of these sessions is typically 15 minutes per discipline.

After your technicians have completed these sessions, your company receives a report that is a clear objective snapshot of your IT staffs readiness to support specific functional areas. Additionally, this report provides a specific set of recommendations of skills enhancements that bring those staff members up to your target competence level. This allows the scheduling of corrective actions depending on resource availability.

Custom Course Conversion and Delivery

In addition to IT courses based on the major technology vendors, Logilent also provides Custom Course Conversion and Delivery. Many companies have successful Instructor Led Training (ILT) courses that they provide through an Education division to their customers and employees. These companies would like to offer these courses via the web but lack the resources and expertise to develop and maintain a first-class pedagogy, instructional design, customer service group, Live Labs, etc. The solution is a Learning Service Provider (LSP) who utilizes their existing pedagogical approach, technology, and resources to convert the ILT course and deliver it to students. Logilent



is about to launch its first Custom Course Conversion and Delivery offering. Logilent partnered with a major IP telephony vendor (currently under NDA until the launch) to convert six of its courses and deliver these to customers and employees of the company utilizing the Synergy Learning System.

5. Client Base

Logilent's new business-to-business model has gained the company success with major organizations such as Lucent Technologies, Sears Roebuck & Co., Siemens Nixdorf, Nortel and **PacBell**. In addition, we are currently in discussions on other significant accounts including 3Com and Maxim.

In business since 1994, Logilent has delivered courses to over 6000 students. Following is a list of the employers of some of these students.

AirTouch	America Online	Ameritech
Accenture	At Home Network	AT&T
Avery Dennison	Bank One Coporation	Bechtel Coporation
Bell Atlantic	Bell South	Blue Cross
Boeing	Cal Trans	Catalyst Telecom
Chase Manhattan Bank	CMP Media	CompUSA
Computer Associates	CompuWare	Dataworkds
Dell Computer Corp.	Deloitte & Touche	DEC
Dole Foods	DuPont	EDS
Federal Express	Federal Reserve Bank	First Union
Fry's Electronics	Gateway Computers	General Electric
General Mills, Inc.	Gillette	GTE
Hamonic Systems	Hewlett Packard	IBM
IKON Office Solutions	IBM	Informax Data Systems
	I nacom	
IRS	Lucent Technologies	Mandalay Resort
MCI WorldCom	Merrill Lynch	MicroAge
Mobil Chemical	Morgan Stanley Dean Whitter	Motorola
Marriott	Nokia Inc.	Norstan
Nortel Networks	Northrup Grumman	Novell
OE Systems, Inc.	Oracle	Packard Bell
Pacific Telesis	PeopleSoft, Inc.	Pepsi Cola
Pfizer	Proctor & Gamble	Providian Financial
Raytheon	SafeNET	SAIC
Sears Roebuck & Co.	Selsius	Service Master
Shell Petroleum	Signet Systems LLC	Sony Electronics
Southwestern Bell	Sprint	State of California
State of Minnesota	State of Montana	State of Nevada
State of Texas	Tenet Healthcare	Texaco
Sabre Group	Titan Steel	US Immigration &

		Naturalization
Unocal	UPS	US Army
US Air Force	US Coast Guard	US Dept. of Defense
Wells Fargo	Xerox	

6. Qualifications

Logilent's core competencies are in the following areas: course design and development, subject matter expertise, infrastructure management, e-Learning technology development and deployment, and customer service.

Logilent is a Cisco Learning Solutions Partner (CLSP), Novell Online Training Provider (NOTP), Microsoft Certified Technical Education Center (CTEC), Silver Sponsor of the Linux Professional Institute, part of the **CompTIA** alliance, and the exclusive delivery partner for the Computer Telephony Institute's CTE certification.

7. Content

Logilent provides courses for IT professionals in the IT/Networking area. We are a "best of breed" provider and limit our content focus to the networking space. Accordingly, our courses cover the major technologies in networking. Courses are typically arranged in multi-course programs. Many of these programs prepare an individual for certifications. Following is an overview of our course offerings:

Program	Course Name	Partner Course #
Cisco Certified Network Associate		
	Interconnecting Cisco Networking Devices (ICND)	n/a
Cisco Certified Network Professional		
	Building Scalable Cisco Networks (BSCN)	n/a
	Building Cisco Multilayer Switched Networks (BCMSN)	n/a
	Building Cisco Remote Access Networks (BCRAN)	n/a
	Cisco Internetworking Troubleshooting Support (CIT)	n/a
Microsoft Certified Systems Engineer Windows 2000		
	Windows 2000 Essentials	2151
	Windows 2000 Pro and Server Support	2152
	Windows 2000 Network Infrastructure Support	2153
	Windows 2000 Directory Services Administration	2154
	Windows 2000 Directory Services Design	1561



Secure Windows 2000 Network	2150
Windows 2000 Network Services Design	1562
Upgrading NT4 to Windows 2000	1560

Microsoft Windows NT

Windows NT Workstation 4.0	803
Networking Essentials	
Windows NT Server 4.0	922
Windows NT Server 4.0 in the Enterprise	689
Internetworking Microsoft TCP/IP on Win NT 4.0	688
Internet Information Server 4	936

Novell CNE Netware 5

NetWare 5 Administration	560
NetWare 5 Advanced Administration	570
NDS Design and Implementation	575
Service & Support	580
Networking Technologies	565
Integrating Windows NT with NetWare 5	555
CNE NetWare 4x to NetWare 5.01 Update	529

Computer Telephony Engineer (CTE)

Data Networking	CT-I 0
Telephony and Telecommunications	CT-20
Computer Telephony Integration	CT-30
Interactive Voice Response (IVR)	cs-10
Call Center	cs-20

Linux Professional Institute Level 1

Linux Professional Institute Level 1 course 1	LPI-I 01
Linux Professional Institute Level 1 course 2	LPI-I 02

CompTIA A+

PC Hardware Support Skills	n/a
Operating System Support Skills	

Sun Certified Programmer

Sun Certified Programmer for the Java 2 Platform	n/a
--	-----

8. Custom Development

Logilent does not offer custom development. However, Logilent does participate Custom Course Conversion and Delivery services for existing ILT courses. These courses can be delivered via the web using the Synergy Learning System. Following is a description of our Course Conversion and Delivery program (note, this text is identical to the text in #3 above in the Course Conversion and Delivery section.



Custom Course Conversion and Delivery

In addition to IT courses based on the major technology vendors, Logilent also provides Custom Course Conversion and Delivery. Many companies have successful Instructor Led Training (ILT) courses that they provide through an Education division to their customers and employees. These companies would like to offer these courses via the web but lack the resources and expertise to develop and maintain a first-class pedagogy, instructional design, customer service group, Live Labs, etc. The solution is a Learning Service Provider (LSP) who utilizes their existing pedagogical approach, technology, and resources to convert the ILT course and deliver it to students. Logilent is about to launch its first Custom Course Conversion and Delivery offering. Logilent partnered with a major IP telephony vendor (currently under NDA until the launch) to convert six of its courses and deliver these to customers and employees of the company utilizing the Synergy Learning System.

9. Differentiation

Logilent is a “Best of Breed” e-Learning provider focused on the training of IT professionals in the IT/Networking area. Unlike “one size fits all” e-Learning companies, Logilent understands that each population has unique needs and delivers its training using a proven methodology that is optimized for IT professionals. Specific differentiators include:

1. The Synergy Learning System – an objective-based approach to learning that utilizes pre- and post-lesson assessments to create personalized learning plans. This approach is highly efficient as it does not repeat material that the student already understands. The granular tracking of information also enables detailed skills management across the IT organization.
2. Live Product Labs – IT professionals “learn through their fingers.” Logilent provides remote-access to the real technology they are learning. This approach is risk-free to the organization as the lab environment is hosted by Logilent and does not affect the client’s development or production environments. These labs are available **24x7** and do not require **pre-scheduling**.
3. Mentoring – Logilent’s customer service professionals provide pro-active customer service and technical support. They also provide academic support by helping students understand difficult points. Each mentor holds at least two certifications.

These differentiators and the entire Logilent offering (as described in #3 above) are the best training solution available for IT professionals in the market today. APL should select Logilent as an e-Learning partner because it provides a “Best of Breed” solution in the IT/Networking space.

 Attest Systems, Inc.™

The Industry Standard for
PC Asset and Software auditing...

Contractor: Marketware Technologies
Agreement #: 1-01-70-03
Page 575 of 3620



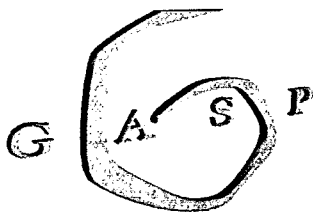
"If it's there, GASP will find it!"™

WWW.ATTEST.COM

The Benefits of GASP

- ▶ Manages PC asset and software inventories
- ▶ Inventories installed software, never lose track of your software again
- ▶ Facilitates software license compliance and avoids over or under spending of IT dollars
- ▶ Collects hardware information including: DMI, CPU, RAM, NIC Card, and MAC and IP Addresses
- ▶ Creates assessment reports for Windows 2000 migration projects
- ▶ Interfaces collected information with other enterprise management solutions such as Microsoft's SMS and other databases

Certification Training



GASP certification training is designed for both end-users and Attest Partners. Our hands-on, comprehensive course will train you to perform any PC asset and software management project from planning through completion. For dates and details visit our web site or send an email to training@attest.com.

"With GASP, and the training I received at Attest, I have both the confidence and tools to tackle my clients PC asset management needs."

Mike Whitley
SAIC

WWW.ATTEST.COM

GASP suites

GASP Enterprise™

GASP Plus™

GASP®

SQL
TOOLS

GASP
eAudit

GASP
Reports

GASP
NET

GASP
A
FILE